

## **USPS Report on PRC Rate and Service Inquiries for November 2015**

The Postal Regulatory Commission referred 49 inquiries to the Postal Service in November, 2015. Customers received responses on average within 10 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (44) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (4) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (1) – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

### **Major milestone**



The Postal Service sold its 1 billionth Breast Cancer Research Stamp in early December, underscoring the success of the organization's efforts to [fund the fight](#) against the disease.

The semi postal stamp has raised more than \$80 million since its introduction in 1998.

"With the Breast Cancer Research Semi postal Stamp, Americans have used the power of the mail to raise awareness about this disease, as well as hope for the cure," PMG Megan J. Brennan said in a [news release](#) this week.

"We appreciate the tremendous support from our postal employees and our customers, which have resulted in over 1 billion stamps being sold and more than \$80 million in stamp sales to date for vital breast cancer research."

The National Cancer Institute receives 70 percent of Breast Cancer Research Stamp proceeds. The money funds research to detect and treat the disease, which is the second leading cause of cancer death among women.

Last week, President Obama signed legislation to extend the stamp through 2019.

USPS [marked](#) Breast Cancer Awareness Month in October by featuring the stamp on [usps.com](#) and social media. Employees, including [breast cancer survivors](#), also have helped bring awareness to the cause.